



Utilities Assistance				
Organization	Service Description	Address	Phone Number	Website
211 United Way of CT	Contact 211 Infoline to inquire about energy assistance programs in your local area or agencies possibly offering discretionary funds for emergency purposes.	1344 Silas Deane Hy, #306, Rocky Hill, CT 06067	Call 2-1-1 or 1 (800) 203-1234	www.211ct.org
Department of Energy & Environmental Protection	The Weatherization Assistance Program is funded by the US Department of Energy, and assists low-income persons to minimize energy-related costs and fuel usage in their homes through retrofits and home improvement measures. Contact 211 to find the agency administering this program in your area.	79 Elm Street, Hartford, CT 06106	Call 2-1-1 or 1 (800) 203-1234	https://www.ct.gov/deep/cwp/view.asp?a=4405&q=569064&deepNav_GID=2121
Department of Social Services, State of CT	The Connecticut Energy Assistance Program (CEAP) is designed to help offset the winter heating costs of Connecticut's lower income households, specifically those households whose income falls at or below 60 percent of the state median income. CEAP is funded by the U.S. Department of Health and Human Services' Low Income Home Energy Assistance Program (LIHEAP) Block Grant. The Connecticut Department of Social Services administers CEAP, in collaboration with its partners, Community Action Agencies across the state. ***Go online and view the community action agencies that serve your town	25 Sigourney St., Hartford, CT 06106	Call 2-1-1 for a location or visit the website for a community action agency in your area. To file a grievance contact (860) 424-5250	https://portal.ct.gov/dss/Economic-Security/Winter-Heating-Assistance/Energy-Assistance---Winter-Heating

Operation Fuel	Provides cash assistance for heating expenses for households with incomes at or below 75% of the State Median Income guidelines who are in crisis. ***Call your local Operation Fuel bank and make an appointment for an energy assistance assessment.	75 Charter Oak Avenue, Suite 2-240, Hartford, CT 06106	Call 211 to find an intake site or visit the website to find a fuel bank.	https://operationfuel.org/
State of Connecticut Department of Public Utilities Regulatory Authority (PURA)	To read regulations regarding termination of utility services (Electric, Gas, Water and Sewage), visit the Connecticut Department of Public Utilities Regulatory Authority (PURA) website or visit the 211 e-library https://uwc.211ct.org/utility-shut-offs/	Ten Franklin Square, New Britain, CT 06051	860-827-1553	https://www.ct.gov/pura/site/default.asp
Utility Company	With the permission of the customer, a third party can be sent a copy of the bill to assist with reminders of past due amounts. Contact your utility company to inquire more about the program. The program is designed to assist those who are elderly, ill, have reading difficulties or have language barriers. To learn more contact 211 United Way of CT	n/a	Contact your utility company, dial 211 or 1-800-203-1234	n/a
Utility Company	Eligible households ("hardship cases") can be protected against heat source shut-offs between 11/1 and 5/1. (Eversource and possibly other companies will also protect hardship cases from NON-heat utility shutoffs). Gas and electric utilities CANNOT EVER BE SHUT OFF (summer or winter) if lack of the utility creates a life-threatening situation. ***Must apply every year.	n/a	Contact your utility company, dial 211 or 1-800-203-1234	n/a
Utility Company	If a doctor's verification states that the person has a "life threatening illness", the household is protected from shutoff year round. Learn more by visiting 211 website https://uwc.211ct.org/utility-shut-offs/	n/a	Contact your utility company, dial 211 or 1-800-203-1234	n/a

Utility Company	Matching payment programs are payment incentive programs offered by Connecticut's regulated natural gas and/or electric utilities to their income-eligible customers. These plans help eligible customers maintain year-round service and pay down a delinquent balance by awarding credits toward a delinquent balance when the customer makes their agreed-upon scheduled payment.	n/a	Contact your utility company, dial 211 or 1-800-203-1234	n/a
Federal Communications Commission	Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers a discount on monthly telephone service purchased from participating providers in the marketplace. Subscribers can also purchase discounted broadband from participating providers. The discounts, which can be applied to stand-alone broadband, bundled voice-broadband packages - either fixed or mobile - and stand-alone voice service.	445 12th Street SW, Washington, DC 20554	1-888-225-5322	www.lifelinesupport.org
Access Wireless	Here's a list of all the Lifeline Assistance free government cell phones in Connecticut. They all offer different plans with different numbers of minutes, different refill options, and serve different geographic areas.	One Levee Way, Suite 3106, Newport, KY	1-888-900-5899	www.accesswireless.com/
Assurance Wireless		Parsippany, NJ	1-888-898-4888	www.assurancewireless.com
Life Wireless		n/a	1-888-543-3620	https://www.lifewireless.com/
Safelink Wireless		PO Box 2200009, Milwaukie, OR	1-800-723-3546	www.safelinkwireless.com

Cox Connect2compete	Offers discounted internet services and low cost computers for low income families with a child grades K-12 who are eligible for the National School Lunch Program, SNAP, and/or TANF; who receive Tenant-Based Vouchers, Project-Based Vouchers or Section 8 Project-Based Rental Assistance (PBRA); and/or who live in Public Housing	Cox Communications, Inc. 6205-B Peachtree Dunwoody Road NE, Atlanta, GA 30328	1-855-222-3252	https://connect2compete.cox.com/main
Internet Essentials	Offers discounted internet services and low cost computers for low income families with a child grades K-12 who are eligible for the National School Lunch Program, SNAP, and/or TANF; who receive Tenant-Based Vouchers, Project-Based Vouchers or Section 8 Project-Based Rental Assistance (PBRA); and/or who live in Public Housing	n/a	1-855-846-8376	www.internetessentials.com
State of Connecticut	During the COVID-19 crisis, internet providers in Connecticut have been making efforts to help the state's residents get online and stay connected. Virtually every internet provider in Connecticut has signed onto the FCC's Keep Americans Connected Pledge. Also available is information on cellular data plans that might be able to assist.	n/a	n/a	https://portal.ct.gov/Coronavirus/Information-For/Internet-Access

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